

Press release of 9 September 2020

Groupe Mutuel places the focus on customer proximity, quality advice and developing its activities

Martigny, 9 September 2020. Groupe Mutuel intends to strengthen its customer advice services by opening 12 general agencies and 10 more regional agencies in the near future. Thanks to a new layout, agencies will offer a more personalised reception and advice service. Furthermore, the insurer will also be taking over 150 employees from Maklerzentrum Schweiz AG and acquiring a holding in Neosana AG as part of its development strategy in German-speaking Switzerland.

By restructuring its Customers & Market department, Groupe Mutuel aims to offer greater proximity and more comprehensive services to its policyholders and to expand its activities. For customers, this means the creation of 12 general agencies throughout Switzerland, a larger agencies' network with the opening of 10 additional regional branches and the implementation of a new concept aimed at improving customer reception. The first agency to benefit from the new concept, which will be implemented across the entire network, is the Neuchâtel agency, where the entire customer experience has been redesigned around spaces dedicated to receiving customers and offering comprehensive advice. In the coming months, new agencies will also open in Morges, Yverdon and Zug.

In order to implement its development strategy more efficiently, Groupe Mutuel will take over 150 employees from Maklerzentrum Schweiz AG. From 1 January 2021, these new employees will become part of Groupe Mutuel's staff and contribute to further improving the customer advice provided in contact centres, agencies and externally. The addition of these new resources is fully in line with the insurer's strategy aimed at developing its business and improving the services provided to policyholders.

Groupe Mutuel Holding SA has also entered into a partnership with Neosana AG through the acquisition of a majority stake of 51% of the company's share capital. The company employs more than 100 people and offers comprehensive consulting services to its clients in Switzerland for all types of insurance. The partnership with Neosana AG is intended to strengthen Groupe Mutuel's presence in the German-speaking Swiss market. Neosana AG will continue to conduct its business on an autonomous basis and to work with the main insurers in Switzerland.

"These measures will allow Groupe Mutuel to respond to changing customer expectations and to further develop its business. We aim to continue to offer high-quality, comprehensive and customised advice throughout Switzerland," said Thomas Boyer, CEO of Groupe Mutuel.

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About Groupe Mutuel

Groupe Mutuel employs over 2,300 persons. Over 1.3 million individual customers as well as some 24,000 corporate clients are insured with Groupe Mutuel. Its overall turnover exceeds CHF 5.4 billion. In addition to compulsory health insurance (LAMal/KVG) and supplemental insurance (LCA/VVG), customers can choose from an extensive range of life insurance plans to cover risks and provide for their individual pension benefits, as well as from a range of patrimony insurance solutions (legal protection, private liability insurance and household contents insurance). For companies, Groupe Mutuel insurers offer daily allowance insurance, pursuant to LAMal/KVG and LCA/VVG, as well as compulsory accident insurance (LAA/UVG). Groupe Mutuel also manages Groupe Mutuel Prévoyance-GMP pension fund.